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August 30, 2002

Mr. Robert W. Woltz, Jr.
President
Verizon Virginia Inc.
600 East Main Street
Richmond, Virginia 23219

Dear Mr. Woltz:

This is in regard to a customer initiated Commission complaint over the provisioning of basic local exchange service.

As background, Virginia Mobile X-Ray Services, of Richmond, a Cavalier Telephone subscriber, attempted to move eleven lines from its building at 4110 Fitzhugh Avenue to 4112 Fitzhugh Avenue. The customer placed the order in June and received an installation date of July 26. Verizon later turned back the order to Cavalier citing "no facilities." (Only two of the requested eleven lines have since been provisioned.)

The Staff was later called to investigate the complaint and found that facilities did (and presumably still do) exist which would have fulfilled the customer's order. Verizon's refusal to provision the service was not based on a lack of facilities, but, instead, on its policy prohibiting the rearrangement of existing facilities to accommodate even simple and routine orders. To make matters worse, the customer has since placed station wire between the two buildings so that his communications requirements can be met, at least on an interim basis, while Verizon, Cavalier, and now the Commission, try to resolve yet another inane dispute.

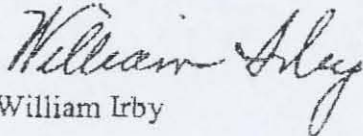
In my view, this latest episode of the customer-caught-in-the-middle game represents a breach of Verizon's obligation to serve. Accordingly, Verizon has been charged with a "Justified" Commission complaint, which, at this point, remains unresolved.

Therefore, with this letter, I hereby direct Verizon to take whatever steps are necessary to fulfill the original request of Virginia Mobile X-Ray Services by no later than Friday, September 6, 2002. So that we may keep the customer apprised of your progress, please provide me with a

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status report by Tuesday, September 3. I believe that Mr. Drust, of your staff, has the information necessary for Verizon to carry out this administrative directive.

Very truly yours,


William Irby

WI/SCB:ajp

Copy to: Mr. Milton Lewis (Virginia Mobile X-Ray Services)
Mr. Martin Clift (Cavalier Telephone)